



LARRY HOGAN  
Governor

BOYD K. RUTHERFORD  
Lt. Governor

April 30, 2015

Notification 2015-06

TO: **PARTICIPATING LENDERS**

SUBJECT: **UPDATED MARYLAND MORTGAGE PROGRAM /US BANK CONTACT INFORMATION**

The purpose of this Notification is to provide you with updated contact information for Maryland Mortgage Program (MMP) staff, along with various US Bank email addresses pertaining to loan purchase. Please share the attached contact information with staff in your office that may not be on our distribution list.

As always, we appreciate your continued participation in our programs. If you have any questions concerning this Notification or suggestions for improvements, please contact one of the following: Vicki Jones at [vicki.jones@maryland.gov](mailto:vicki.jones@maryland.gov) Ed Anthony at [edward.anthony@maryland.gov](mailto:edward.anthony@maryland.gov) Pat Smith at [patriciaa.smith@maryland.gov](mailto:patriciaa.smith@maryland.gov) or Kafayat Abiola at [kafayat.abiola@maryland.gov](mailto:kafayat.abiola@maryland.gov)

Sincerely,

*Jacquelyn Mitchell*

Jacquelyn Mitchell, Operations Manager  
Single Family Housing



**MARYLAND MORTGAGE PROGRAM**  
**CONTACT INFORMATION**  
***mmp.maryland.gov***



MMP Staff

- For general program or compliance questions, or to follow up if you haven't received an answer, contact the Business Development Liaisons. They will take your question and make sure you receive a timely response.  
Vicki Jones                      301-429-7841  
Ed Anthony                      301-429-7828  
[Singlefamilyhousing.dhcd@maryland.gov](mailto:Singlefamilyhousing.dhcd@maryland.gov)
- For underwriting questions about a loan that has been uploaded (and submitted) for review, please contact the underwriter on the file—their name and contact info is on the conditions.  
Pat Smith, [patricia.smith@maryland.gov](mailto:patricia.smith@maryland.gov), 301-429-7839                      Kafayat  
Abiola, [kafayat.abiola@maryland.gov](mailto:kafayat.abiola@maryland.gov), 301-429-7835                      Vanessa Ware,  
[Vanessa.ware1@maryland.gov](mailto:Vanessa.ware1@maryland.gov), 301-429-7838
- For questions about status of a loan or questions about conditions, please contact the processor.  
Angel Barksdale, [angel.barksdale@maryland.gov](mailto:angel.barksdale@maryland.gov), 301-429-7836
- For general program underwriting questions, please contact:  
Debbie Conner, Underwriter Supervisor, [debra.conner@maryland.gov](mailto:debra.conner@maryland.gov), 301-429-7800

NOTE: PLEASE ALLOW 24-48 HOURS FOR REVIEW OF A NEW UPLOADED FILE/LOAN AS WELL AS FOR ANY NEWLY UPLOADED DOCUMENTATION. CHECK LENDER ONLINE PRIOR TO CALLING FOR STATUS. *We try for a 24-hour turnaround, so check at that point, and if not reviewed, check back at 48 hours.*

- For Attachment R issues (changes to loan):  
Email to: [Attachment\\_r\\_mailbox.dhcd@maryland.gov](mailto:Attachment_r_mailbox.dhcd@maryland.gov)
- Attachment W (wire transfer requests):  
Email to: [CDA\\_WireInstructions.dhcd@maryland.gov](mailto:CDA_WireInstructions.dhcd@maryland.gov)

Lender Online

- For access and passwords, including re-activation of an expired password, the lender's Administrative Contact is responsible. For Lender Online access for the Administrative Contact ONLY, email [patrice.locke@maryland.gov](mailto:patrice.locke@maryland.gov).



## **FOR QUESTIONS RELATING TO LOAN PURCHASE:**

### **US Bank**

- U.S. Bank Lending Manual is available online at [www.mrbp.usbank.com](http://www.mrbp.usbank.com)
- Lender Help Desk
  - Current status of your loan
  - Answers to questions on exceptions
  - Updated Exception Reports

The call center's live hours of operation are from 8:00 AM to 5:00 PM Eastern Time. Our goal will be to return all voicemail messages received by the Communications Team between 7:00 AM and 3:30 PM Eastern Time within the same day of receipt. To reach the Communications Team, call 800-562-5165 and select option "2" or email [mrbpcommunications@usbank.com](mailto:mrbpcommunications@usbank.com).

- For scanned exceptions to clear loans for purchase: [mrbp.exceptions@usbank.com](mailto:mrbp.exceptions@usbank.com)
- Post funding purchase detail questions: [mrbp.postfunding@usbank.com](mailto:mrbp.postfunding@usbank.com)
- Questions pertaining to final and recorded docs: [documentcontrol@usbank.com](mailto:documentcontrol@usbank.com) or call 800-562-5165, option "3"
- All general program questions: [mrbp.helpdesk@usbank.com](mailto:mrbp.helpdesk@usbank.com) or 800-562-5165 option "4"

